



## **Escalation Procedure**

Please follow the listed order of contact to receive the best possible service from NOI

\*\*\*Please note Customer Service Number 1-877-663-8663\*\*\*

**Level 1-Notification to NOC by phone, fax or e-mail+**

1-877663-8663 Prompt 1, extension 1418

FAX 407-679-7553

**noc@netoneint.com**

**Level 2-(after 24 hrs)-Notification to NOC Manager**

1-407-384-4200 prompt 1, extension 1619, or **conniegonzalez@netoneint.com**

**Level 3-(after 24 hrs)-Notification to Vice President for Executive Escalation**

1-407-384-4200 prompt 1, extension 1650

**hbrydges@netoneint.com**



**Disaster Recovery Process**

4/28/03 revised

**Example of Ticket:**

Date: \_\_\_\_\_ CRS Name: \_\_\_\_\_ Time: \_\_\_\_\_ am/pm

Domestic Trouble \_\_\_\_\_ Calling Card Trouble \_\_\_\_\_ Intl' Trouble \_\_\_\_\_

Country Code: \_\_\_\_\_ Country: \_\_\_\_\_

Spanish \_\_\_\_\_ English \_\_\_\_\_ Other \_\_\_\_\_ WholeSale: \_\_\_\_\_

**Call example must be within the last 24 hours in order to process!**

Customer Name: \_\_\_\_\_ Telephone #: \_\_\_\_\_ Cell? (Y or N)

*\*\*Verify PIC to 444 (In Ucommand) Yes \_\_\_\_\_ No \_\_\_\_\_ If No, have customer perform the 700 test.*

Last usage date: \_\_\_\_\_ Billing Status: \_\_\_\_\_ Date of call \_\_\_\_\_ Time of call \_\_\_\_\_

Term call Example: \_\_\_\_\_

Describe the Calling Problem: \_\_\_\_\_

*Transmission*

*Connection*

1WA=One Way Audio (describe above)

DA=Dead Air

CLG=Clipped or Garbled speech

FB=Fast Busy

CO=Cut Off

LPDD=Long Post Dial Delay (long connection time)

EC=Echo

RC=Recording

LV=Low Volume

O=Other, Please Explain

NH=Noise or Hum

ST= Static

**If customer received a recording, what was the message/code:**

**NOC to fill in information below:**

Trace call through Switch: Yes \_\_\_\_\_ No \_\_\_\_\_

If no, Customer may have misdial Verify PIC.

If duplicated the issue: (Dial same dialed # on green test phone)

Yes \_\_\_\_\_ No \_\_\_\_\_

Test the current route (dial by direct trunk selection – black phone)

Connected \_\_\_\_\_ Did not connect \_\_\_\_\_

*NOTE: If test fails then test the other available routes, according to the LCR. If test calls complete, have CRS call the customer and advise retest. If connected verify routing.*

Report Trouble to Failing Carrier: \_\_\_\_\_

Carrier Representative (person) \_\_\_\_\_ Trouble Ticket # \_\_\_\_\_

*Original route:*

Code: \_\_\_\_\_ 1St \_\_\_\_\_ 2<sup>nd</sup> \_\_\_\_\_ 3<sup>rd</sup> \_\_\_\_\_

*Routing change:*

Code: \_\_\_\_\_ 1St \_\_\_\_\_ 2<sup>nd</sup> \_\_\_\_\_ 3<sup>rd</sup> \_\_\_\_\_

NOC Associate completed by: \_\_\_\_\_



*Disaster Recovery Process*

*4/28/03 revised*